

Job Description

Job Details	
Job Title	Operations Manager
Reporting Level	CEO
Business Unit/Function	Operations
Salary	£28k - £32k
Location	Office Based, London Head Office

Job Overview	
Interpal Overview	<p>Interpal is a specialist charity focused on providing aid to Palestinians in need across the occupied Palestinian territories, Lebanon and Jordan. We are small and dynamic charity expertly aiding vulnerable Palestinian refugees, as well as advocating for their humanitarian needs. Interpal are a close knit team of dedicated individuals committed to the cause, working in a positive and friendly environment.</p> <p>Interpal have a number of projects and campaigns. As the Operations Manager you will work closely with the Secretary to the Trustees and Departments to support the functionalities of the Charity's operations are met. Your role is essential in ensuring the smooth running of the charity and helping the Charity reach its objectives by delivering on the smooth implementation of each project/campaign.</p>
Purpose Statement	<ul style="list-style-type: none"> ▪ To provide effective delivery of strategic objectives and values of the Charity are put in place to the Secretary of Trustees. ▪ Responsible for overseeing Interpal meeting its objectives. ▪ Ensure organisational effectiveness, contributing to the development and implementation of organisational procedures, policies and practices. ▪ The position is key in supporting the Secretary of Trustees, departments, administrative staff and volunteers and, centrally, in creating an open and warm office environment.
Accountabilities	<ul style="list-style-type: none"> ▪ To be responsible for implementing Interpal's projects calendar, working with all departments as necessary to ensure the smooth delivery of each project/campaign. ▪ Plan, schedule, and review workload and manpower to ensure project deliverables are being met at a cost-effective basis.

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	<ul style="list-style-type: none"> ▪ Assist in managing the growth and success of the departments across the charity. ▪ Coordinate activities that affect operational decisions and charity requirements. ▪ Communicate with all relevant employees to ensure deliverables are met. ▪ Oversee the detailed rota/schedule across departments during campaign periods. ▪ Keep management informed by reviewing and analysing special reports; summarising information; identifying trends. ▪ To comply with Interpal's policies, procedures and guidelines, including those related to Health & Safety, Confidentiality of Information, Safe Guarding, Data Protection and Record Keeping. ▪ Ensure the compliance of policies and procedures via liaising with relevant departmental heads and the Governance Officer. ▪ Undertake any other work as could be expected of an Operation Officer.
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Competencies and Qualifications

Competencies	<ul style="list-style-type: none"> ▪ Ability to lead a team whilst ensuring project deliverables are met. ▪ Excellent administrative and organisational skills, including ability to strategise and plans ahead and prioritises effectively. ▪ Ability to analyses information from a range of sources in order to make effective decisions; weighs up risks and challenges; applies critical thinking; is outcomes focussed and measures impact. ▪ Ability to develop relationships and communicate effectively. ▪ Excellent Communication skills and the ability to maintain effective working relationships with board members, senior managers and staff.
Education	<ul style="list-style-type: none"> ▪ Educated to degree level ▪ Project management qualification (desirable)
Work Experience	<ul style="list-style-type: none"> ▪ Track record of successfully supporting an organisation to ensure consistency of delivering on targets. ▪ Extensive experience within a project management/operational role. ▪ Experience within a charity is desirable.